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PUBLIC SERVICE
KENTUCKY

August 15, 2005

Ms. Beth O'Donnell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
P. O. Box 615
Frankfort, KY 40602

Re: Case No. 2000-129

Dear Ms. O'Donnell:

As part of the Order issued by the Commission in the above referenced case, Columbia Gas of Kentucky was required to file certain information on August 15, 2000 and quarterly or semi-annually thereafter. Please find the information attached hereto.

Sincerely,



Judy M. Cooper
Director, Regulatory Policy

cc: Anita Mitchell

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page B-6, Item 1:

On a quarterly basis, Columbia Energy Group should file a report detailing the proportionate share Columbia of Kentucky (CKY) has in Columbia Energy Group's (CEG) total operating revenues, operating and maintenance expense, and number of employees.

Response:

See Attached

Columbia Energy Group and Columbia of Kentucky
Proportionate Shares
For the Quarter Ended June 30, 2005

	<u>Columbia of Kentucky</u>		<u>Columbia Energy Consolidated</u>		<u>NiSource Inc.</u>	
Gross Revenue	\$ 147,056,238	2.11%	\$ 3,365,065,235	48%	\$ 6,982,071,595	100%
Operating & Maintenance Expenses	\$ 27,847,296	2.22%	\$ 713,592,186	57%	\$ 1,257,151,950	100%
Employees	169	1.95%	3,714	43%	8,672	100%

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page B-6, Quarterly Item 2:

A report listing the number of employees of Columbia Energy and each subsidiary on the basis of payroll assignment.

Response:

See attached.

Columbia Energy Group

Subsidiary Staffing

As of June 30, 2005

	TOTAL
Columbia Gas of Kentucky Inc	169
Columbia Gas of Ohio Inc	1,158
Columbia Gas of Maryland Inc	41
Columbia Gas of Pennsylvania Inc	625
Columbia Gas of Virginia Inc	222
Columbia Gulf Transmission Co	242
Columbia Gas Transmission Corp	1,257
CNS Microwave Inc	2
GRAND TOTAL	3,716

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED DECEMBER 31, 2000**

From the Order at Page B-6:

Twelve-month income statements and balance sheets. CKY will separately report Kentucky jurisdictional operations and other jurisdictional operations.

Response:

- a. CEG Consolidated Income Statement, twelve-month ended June 30, 2005

See attached

- b. CEG Consolidated Balance Sheet, as of June 30, 2005

See attached

- c. CKY Income Statement, twelve-month ended June 30, 2005

See attached

- D. CKY Balance Sheet, as of June 30, 2005

See attached

Columbia Energy Group and Subsidiaries
Rolling 12-Month Income Statement
For Period Ended June 30, 2005

For 12 Months Ended June
2005

409999000 Total Gas Distribution Sales Revenues	2,354,080,475
439999000 Total Electric Revenue	-
419999000 Total Gas Transportation Revenue	811,545,578
429999000 Total Gas Storage Revenue	102,866,071
459999000 Merchant Operations	-
449999000 Total Explor & Production Revenue	-
489999000 Total Other Revenue	96,573,111
499999000 Gross Revenues	<u>3,365,065,235</u>
500999000 Total Gas Purchased for Resale	1,511,747,100
501999000 Fuel for Electric Generation	-
502999000 Total Purchased Power	-
504999000 Gas Storage Total	-
503999000 Total Gas Marketing Costs	77,936,428
579999000 Total Other COS	2,460,939
580000000 FAS 133 Gain/Loss	9,661
589999000 Total Cost of Sales	<u>1,592,154,128</u>
599999000 Total Net Revenues	<u>1,772,911,107</u>
689999000 Total Operation & Maintenance	713,592,186
690999000 Depreciation, Depletion, & Amortization	183,775,149
693999000 Total Loss on Asset Impairment	-
691999000 Total Gain on Sale of Assets/Property	881,778
692999000 Other Taxes	181,063,367
698999000 Total Operating Expenses	<u>1,079,312,479</u>
699999000 Operating Income	<u>693,598,628</u>
Interest Expense, Net	-105,295,800
701999000 Minority Interest	-
Dividend Req's Pref. Stock	-
703999000 Other, Net	26,794,459
709999000 Total Other Income (Deductions)	<u>-78,501,341</u>
719999000 Income from Cont Operations before Taxes	<u>615,097,288</u>
728999000 Income Taxes	230,178,851
729999000 Income from Continuing Operations	<u>384,918,436</u>
730999000 Income from Discontinue Ops - Net of Tax	-5,537,189
731999000 Change in Accounting - Net of Taxes	-
Net Income Before Subsidiaries	<u>379,381,247</u>
732999000 Total Earnings of Subsidiaries	-
739999000 Net Income	<u>379,381,247</u>
740000000 Dividend Req'd on Pref Stock	-
759999000 Balance Avail for Common Shares	<u>379,381,247</u>

Columbia Energy Group and Subsidiaries
Balance Sheet
ended June 30, 2005

June 2005

ASSETS

Property, Plant and Equipment

Utility Plant	8,437,840.82
Accumulated Depreciation and Amortization	-3,789,325.55
Net Utility Plant	<u>4,648,515.27</u>
Gas and Oil Producing Properties, Successful Efforts Method	
Other property at cost less accum deprec	<u>10,848.47</u>
Net Property, Plant and Equipment	<u>4,659,363.74</u>

Investments and Other Assets

Assets of Discontinued Operations & Assets Held for Sale	16,957.33
Unconsolidated Affiliates	47,539.04
Other Investments	<u>50,892.57</u>
Total Investments	<u>115,388.94</u>

Current Assets

Cash and Cash Equivalents	170,387.65
Restricted Cash	1,922.69
Accounts Receivable - Unaffiliated	172,994.24
Accounts Receivable - Affiliated	379,628.85
Unbilled Revenue	22,197.74
Gas Inventory	115,938.45
Underrecovered gas and fuel costs	59,472.95
Materials and Supplies, at Average Cost	18,388.67
Price Risk Management Assets (Current)	63,708.03
Exchange gas receivable	167,804.54
Current regulatory assets	121,029.85
Prepayments and Other	<u>48,002.20</u>
Total current assets	<u>1,341,475.87</u>

Other Assets

Price Risk Management Assets (Noncurrent)	148,208.71
Noncurrent regulatory assets	348,028.36
Intangible assets, less accum amort	771.94
Deferred charges	121,069.73
Other receivables - affiliated	<u>21,684.00</u>
Total Other Assets	<u>639,762.75</u>
Total Assets	<u><u>6,755,991.30</u></u>

Columbia Energy Group and Subsidiaries
Balance Sheet
ended June 30, 2005

CAPITALIZATION and LIABILITIES

Capitalization

Common Stock Equity

Common stock	0.03
Additional paid-in capital	1,418,590.63
Retained earnings	1,291,567.26
Accum other compr income(loss) & other common stock equity	135,574.85
Total common stock equity	<u>2,845,732.76</u>
Preferred Stocks -	
Long-term debt, excluding amounts due within one year	1,075,714.61
Total capitalization	<u>3,921,447.37</u>

Current Liabilities

Current portion of long-term debt	281,923.01
Short-term borrowings	-
Accounts Payable - Unaffiliated	156,941.42
Accounts Payable - Affiliated	28,407.60
Customer deposits	29,070.20
Taxes accrued	178,508.02
Interest accrued	11,857.51
Overrecovered gas & fuel costs	25,958.04
Price risk management liabilities (current)	2,286.52
Exchange gas payable	253,023.76
Current deferred revenue	24,394.20
Current regulatory liabilities	24,109.42
Accrued liability for postretirement and postemployment benefits-	33,642.13
current	
Other Accruals	221,999.71
Total current liabilities	<u>1,272,121.52</u>

Other Liabilities and Deferred Credits

Deferred income taxes	854,563.90
Deferred investment tax credits	24,771.12
Deferred credits	41,781.84
Noncurrent deferred revenue	74,097.17
Accrued liability for postretirement and postemployment benefits-	79,130.59
noncurrent	
Noncurrent regulatory liabilities	371,873.93
Other noncurrent liabilities	116,203.86
Total noncurrent liabilities	<u>1,562,422.41</u>
Total capitalization & liabilities	<u><u>6,755,991.30</u></u>

Columbia Gas of Kentucky, Inc.
Rolling 12-Month Income Statement
For Period Ended June 30, 2005

For 12 Months Ended June
2005

409999000 Total Gas Distribution Sales Revenues	127,177,081
439999000 Total Electric Revenue	-
419999000 Total Gas Transportation Revenue	20,274,666
429999000 Total Gas Storage Revenue	-
459999000 Merchant Operations	-
449999000 Total Explor & Production Revenue	-
489999000 Total Other Revenue	-395,509
499999000 Gross Revenues	<u>147,056,238</u>
500999000 Total Gas Purchased for Resale	97,324,856
501999000 Fuel for Electric Generation	-
502999000 Total Purchased Power	-
504999000 Gas Storage Total	-
503999000 Total Gas Marketing Costs	-
579999000 Total Other COS	-
580000000 FAS 133 Gain/Loss	7,286
589999000 Total Cost of Sales	<u>97,332,142</u>
599999000 Total Net Revenues	<u>49,724,096</u>
689999000 Total Operation & Maintenance	27,847,296
690999000 Depreciation, Depletion, & Amortization	5,152,515
693999000 Total Loss on Asset Impairment	-
691999000 Total Gain on Sale of Assets/Property	-
692999000 Other Taxes	2,234,518
698999000 Total Operating Expenses	<u>35,234,329</u>
699999000 Operating Income	<u>14,489,767</u>
Interest Expense, Net	-3,523,500
701999000 Minority Interest	-
Dividend Req's Pref. Stock	-
703999000 Other, Net	1,355,663
709999000 Total Other Income (Deductions)	<u>-2,167,837</u>
719999000 Income from Cont Operations before Taxes	<u>12,321,930</u>
728999000 Income Taxes	4,686,386
729999000 Income from Continuing Operations	<u>7,635,544</u>
730999000 Income from Discontinue Ops - Net of Tax	-
731999000 Change in Accounting - Net of Taxes	-
Net Income Before Subsidiaries	<u>7,635,544</u>
732999000 Total Earnings of Subsidiaries	-
739999000 Net Income	<u>7,635,544</u>
740000000 Dividend Req'd on Pref Stock	-
759999000 Balance Avail for Common Shares	<u>7,635,544</u>

Columbia Gas of Kentucky, Inc.
Balance Sheet
ended June 30, 2005

June 2005

ASSETS

Property, Plant and Equipment

Utility Plant	243,664.54
Accumulated Depreciation and Amortization	-86,608.55
Net Utility Plant	<u>157,056.00</u>
Gas and Oil Producing Properties, Successful Efforts Method	
Net Property, Plant and Equipment	<u>157,056.00</u>

Investments and Other Assets

Current Assets

Cash and Cash Equivalents	3,484.81
Restricted Cash	248.91
Accounts Receivable - Unaffiliated	10,381.99
Accounts Receivable - Affiliated	13,804.52
Unbilled Revenue	2,429.79
Gas Inventory	24,974.92
Underrecovered gas and fuel costs	-
Materials and Supplies, at Average Cost	42.78
Price Risk Management Assets (Current)	102.60
Exchange gas receivable	260.57
Current regulatory assets	486.95
Prepayments and Other	881.90
Total current assets	<u>57,099.72</u>

Other Assets

Noncurrent regulatory assets	2,252.40
Intangible assets, less accum amort	-
Deferred charges	1,337.00
Other receivables - affiliated	0.00
Total Other Assets	<u>3,589.40</u>
Total Assets	<u><u>217,745.12</u></u>

Columbia Gas of Kentucky, Inc.
Balance Sheet
ended June 30, 2005

CAPITALIZATION and LIABILITIES

Capitalization

Common Stock Equity

Common stock 23,806.20

Additional paid-in capital 4,684.38

Retained earnings 51,426.01

Total common stock equity 79,916.59

Preferred Stocks -

Long-term debt, excluding amounts due within one year 28,290.44

Total capitalization 108,207.03

Current Liabilities

Current portion of long-term debt 13,841.61

Accounts Payable - Unaffiliated 5,613.28

Accounts Payable - Affiliated 4,927.58

Customer deposits 2,813.73

Taxes accrued 6,044.66

Interest accrued 75.33

Overrecovered gas & fuel costs 9,082.94

Price risk management liabilities (current) 76.97

Exchange gas payable 13,760.93

Current regulatory liabilities 332.87

Accrued liability for postretirement and postemployment benefits-current 989.05

Other Accruals 4,521.49

Total current liabilities 62,080.42

Other Liabilities and Deferred Credits

Deferred income taxes 15,496.46

Deferred investment tax credits 1,072.87

Accrued liability for postretirement and postemployment benefits-noncurrent 1,517.22

Noncurrent regulatory liabilities 24,218.36

Other noncurrent liabilities 5,152.76

Total noncurrent liabilities 47,457.67

Total capitalization & liabilities 217,745.12

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page 25, Item 11:

The Applicants should file semi-annually a report detailing the adoption and implementation of best practices at Columbia of Kentucky. The report should be filed 45 days after the close of the reporting period.

Response:

Columbia's parent, NiSource, Inc., announced on June 21, 2005 that it had entered into a definitive agreement for IBM to provide a broad range of business transformation and outsourcing services to NiSource and its operating subsidiaries. IBM service delivery began on July 1, 2005. The 10-year agreement is estimated to cost \$1.6 billion in service fees to IBM and deliver upwards of \$530 million in operating and capital costs savings across the NiSource companies. In order to achieve the savings, expected to begin accruing in the fourth year, NiSource expects to incur approximately \$120 million over the next three years. The agreement will enable Columbia to access new technology and focus on core strengths of providing safe, reliable utility services to our customers. It is Columbia's belief that the agreement will ultimately result in cost savings to help partially offset other increases in operating costs.

**BEFORE THE PUBLIC-SERVICE COMMISSION OF KENTUCKY
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at pages 13 and 25 (#15):

NiSource should file a schedule of its actual acquisition costs to date, at the level of detail shown in response to Item 18(a) of the Commission's May 10, 2000 Order. NiSource should specifically identify any costs allocated to Columbia Energy.

Response:

No additional costs have been incurred since the last report.

BEFORE THE PUBLIC-SERVICE COMMISSION OF KENTUCKY
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000

From the Order at pages 13 and 25:

Columbia Energy should file a schedule of its actual acquisition costs to date, including any costs allocated to it by NiSource, at the level of detail shown in response to Item 5(a) of the Commission's May 22, 2000 Order. Columbia Energy should identify any costs allocated to a subsidiary or affiliate, provide the name of the subsidiary or affiliate and the accounting entries made on its books, and identify the basis for the allocation.

Response:

No additional costs have been incurred since the last report.

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page 22:

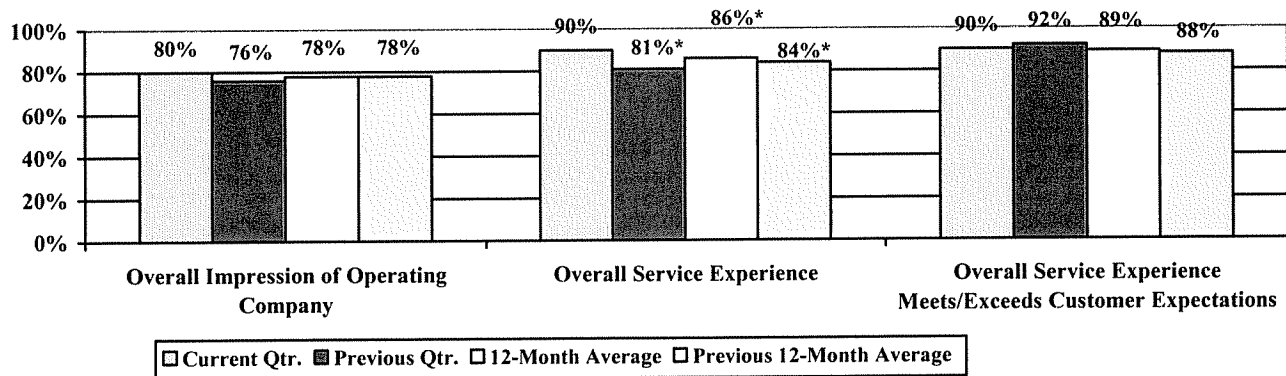
Columbia of Kentucky should file its most recent SMRI reports with the Commission on a semi-annual basis.

Response:

The Second Quarter report is attached.

-- Columbia Gas of Kentucky --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

***Key Drivers of Satisfaction with Overall Service Experience***

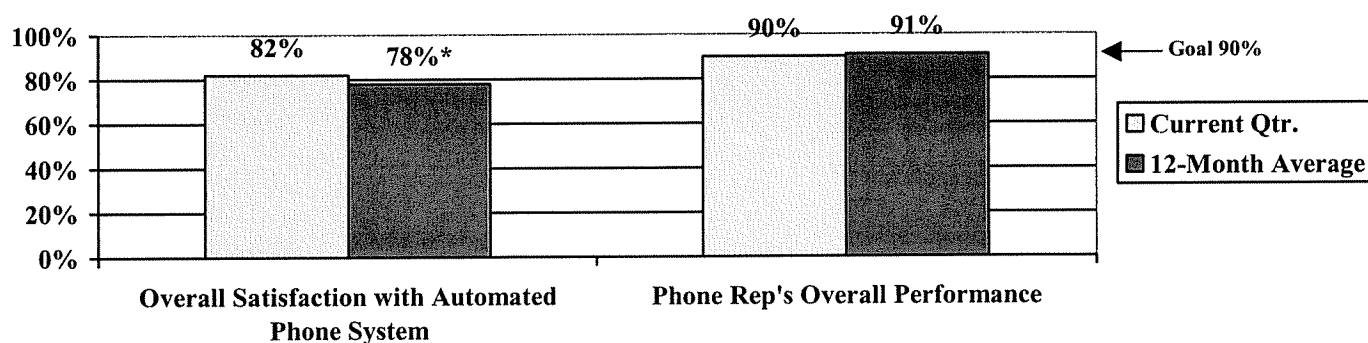
	Columbia Gas of Kentucky		Change	
	Current Qtr.	12-Month Average	Previous Qtr.	12-Month Average
Phone rep taking care of request quickly and efficiently	88%	89%	-1%	-1%
Overall service experience meeting or exceeding customer expectations	90%	89%	-2%	+1%
Overall ease of contacting company to discuss situation	87%	84%	+6%*	+3%
Phone rep having necessary authority to make decisions	89%	88%	+2%	+1%
Amount of time it took to complete transaction on IVRU	100%	81%	+14%	+19%*
Overall performance of sales rep/ field service rep or work crew	97%	97%	-2%	0%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Overall Satisfaction with Telephone Service

(Percent Rating "6" or Higher on Ten-Point Scale)



Automated Telephone System/Access to Reps

	Current Qtr.	Change from Previous Quarter
Variety of services and information offered	69%	-17%*
Ease of understanding menu options and directions	83%	-9%*
Amount of time took to get to desired menu option	89%	+12%*
Time to complete automated transaction	100%	+14%
Overall ease of contacting company	87%	+6%*
Amount of time spent waiting	78%	-4%

Percent rating "6" or higher on ten-point scale

Telephone Rep Service

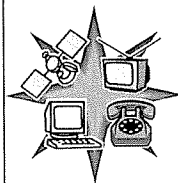
	Current Qtr.	Change from Previous Quarter
Being courteous and professional	91%	-1%
Treating you as respected customer	91%	-2%
Showing interest and concern	88%	-1%
Displaying skill and knowledge	92%	0%
Adequately answering questions	90%	0%
Understanding purpose of call	90%	0%
Having authority to make decisions	89%	+2%
Handling request quickly/efficiently	88%	-1%



Percentage of Cases Resolved with One Call

Current Qtr.
72%

12-Month Average
73%

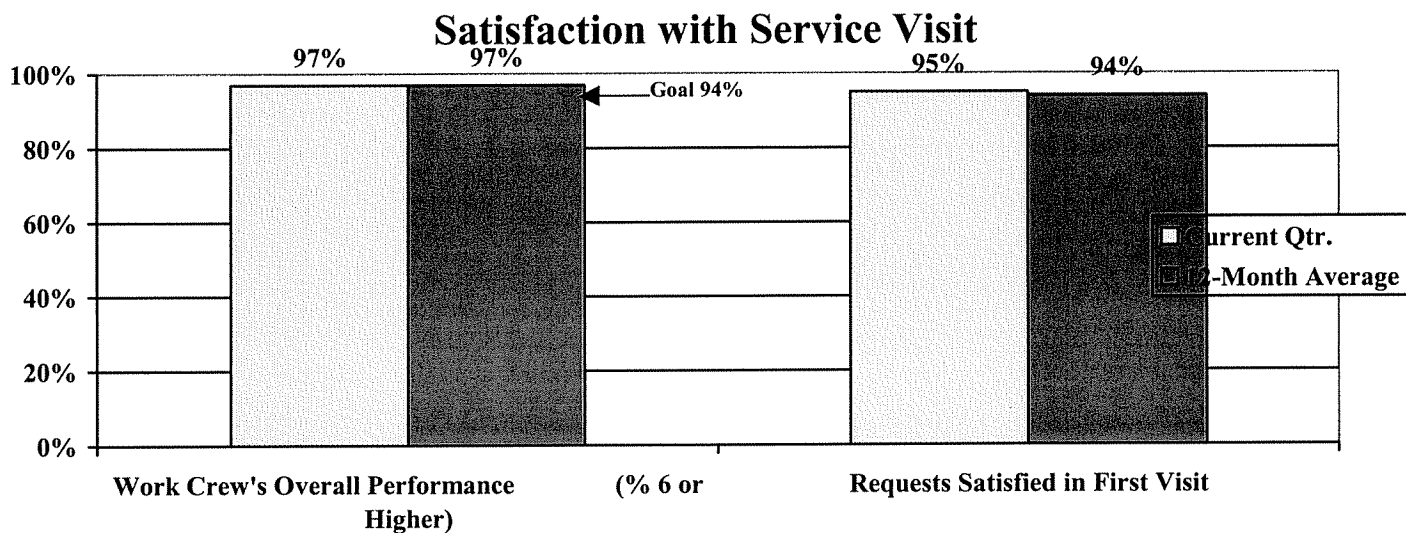


Percent Rating Phone Service as Better/Same as Peer Utilities

Current Qtr.
84%

12-Month Average
81%

* Indicates a statistically significant difference from current quarter at 95% confidence level.



Scheduling Service Visit

	Current Qtr.	Change from Previous Quarter
Scheduling to meet customer needs	90%	-5%*
Telling you when work would take place	93%	-2%
Work crew arriving on time	97%	-2%

Percent rating "6" or higher on ten-point scale

Work Crew Performance

	Current Qtr.	Change from Previous Quarter
Being pleasant and courteous	98%	-2%*
Displaying skill and knowledge	99%	0%
Taking time to explain work	99%	0%
Adequately answering questions	99%	-1%
Being informed about your request	99%	0%
Performing work quickly and efficiently	98%	-1%
Leaving work area neat and clean	98%	+1%

	Field Service Rep/Work Crew Displaying Skill and Knowledge			Percent Rating Service Visit as Better/Same as Peer Utilities	
	<u>Current Qtr.</u>	<u>12-Month Average</u>		<u>Current Qtr.</u>	<u>12-Month Average</u>
	99%	99%		N/A	N/A

* Indicates a statistically significant difference from current quarter at 95% confidence level.

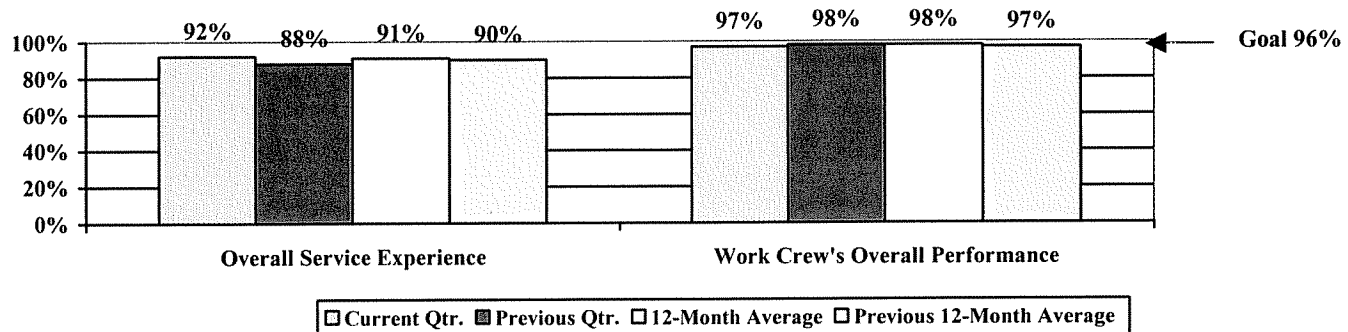
COLUMBIA GAS OF KENTUCKY, INC.

Customer Service Center - CKY Calls

Day	Calls Accepted in ACD	Calls Answered	% of Calls Answered in 30 Seconds or Less	Avg. Speed of Answer (Seconds)	Longest Wait (Seconds)	Average Handle Time	Calls Abandoned	% of Total Calls Abandoned
Jul 04	21,180	20,718	81.35%	17.06	513	187	462	2.18%
Aug 04	22,635	21,912	72.75%	25.63	545	197	723	3.19%
Sep 04	19,299	18,910	82.08%	18.14	548	200	389	2.02%
Oct 04	22,480	21,845	76.78%	25.64	551	200	635	2.82%
Nov 04	22,415	21,812	77.15%	27.50	533	201	603	2.69%
Dec 04	22,430	21,977	81.21%	18.98	414	200	453	2.02%
Jan 05	28,234	27,542	80.46%	25.02	552	187	692	2.45%
Feb 05	24,982	24,514	81.59%	19.93	514	179	468	1.87%
Mar 05	25,388	25,046	82.51%	17.21	593	179	342	1.35%
Apr 05	22,151	21,845	82.36%	16.59	590	184	306	1.38%
May 05	21,183	20,872	80.09%	18.66	590	198	311	1.47%
Jun 05	18,721	18,445	80.55%	18.28	590	206	276	1.47%
Total	271,098	265,438	79.93%	20.85	593	192	5660	2.09%
AVG	22,592	22,120					472	





-- Ashland Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Ashland Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	98%	98%	+2%	0%
Adequately answering all questions	98%	100%	-2%	-1%
Displaying skill and knowledge in job	98%	100%	-2%	-1%
Being pleasant and courteous	98%	100%	-2%	-1%
Being informed about specific request	98%	99%	0%	-1%

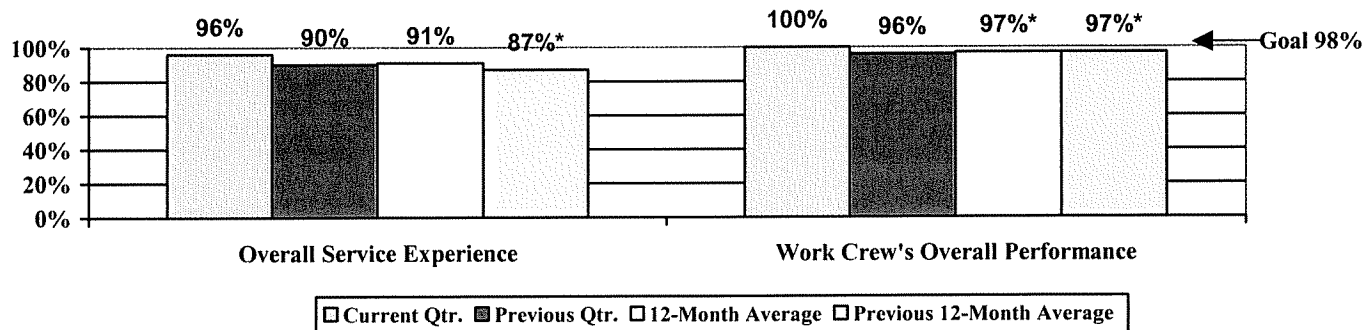
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>100%</td> <td>95%*</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	95%*	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>100%</td> <td>98%*</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	98%*
<u>Current Qtr.</u>	<u>12-Month Average</u>								
100%	95%*								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
100%	98%*								
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>96%</td> <td>98%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	96%	98%	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>N/A</td> <td>N/A</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	N/A	N/A
<u>Current Qtr.</u>	<u>12-Month Average</u>								
96%	98%								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
N/A	N/A								

* Indicates a statistically significant difference from current quarter at 90% confidence level.



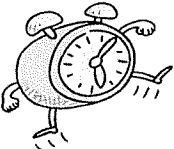

-- East Point Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	East Point Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	98%	0%	+2%
Adequately answering all questions	100%	100%	0%	0%
Displaying skill and knowledge in job	100%	98%	+3%	+2%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	100%	99%	0%	+1%

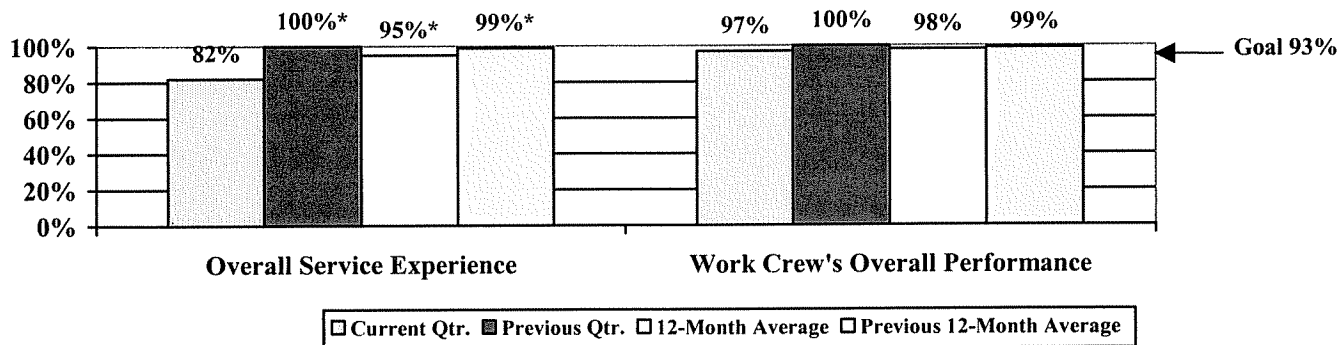
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>100%</td> <td>90%*</td> </tr> </table>	Current Qtr.	12-Month Average	100%	90%*	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>100%</td> <td>96%*</td> </tr> </table>	Current Qtr.	12-Month Average	100%	96%*
Current Qtr.	12-Month Average								
100%	90%*								
Current Qtr.	12-Month Average								
100%	96%*								
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>88%</td> <td>98%</td> </tr> </table>	Current Qtr.	12-Month Average	88%	98%	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>N/A</td> <td>N/A</td> </tr> </table>	Current Qtr.	12-Month Average	N/A	N/A
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* Indicates a statistically significant difference from current quarter at 90% confidence level.



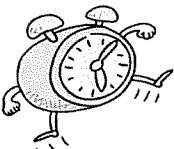

-- Frankfort Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Frankfort Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	95%	99%	-5%	-4%
Adequately answering all questions	95%	99%	-5%	-4%
Displaying skill and knowledge in job	95%	99%	-5%	-4%
Being pleasant and courteous	95%	95%	-5%	-1%
Being informed about specific request	95%	95%	-5%	-1%

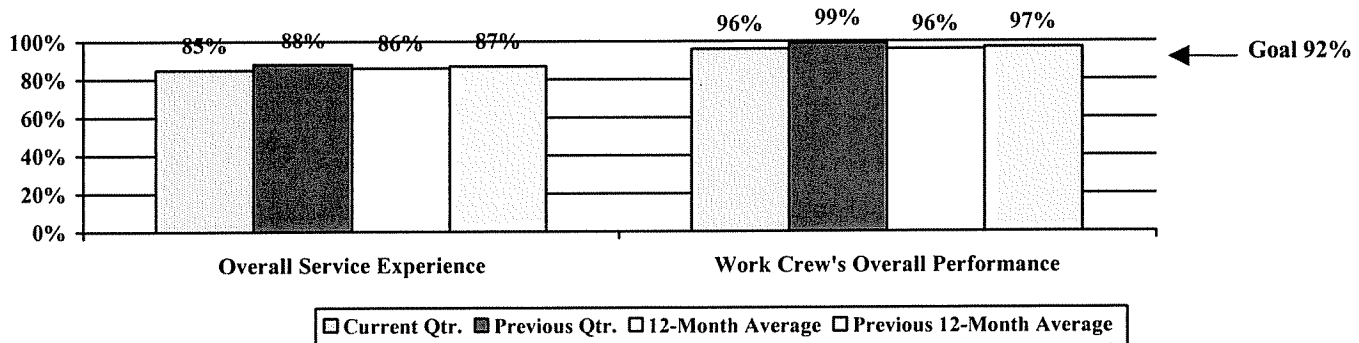
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>92%</td> <td>95%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	92%	95%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>100%</td> <td>99%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	99%
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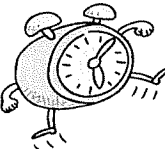

-- Lexington Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Lexington Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	97%	97%	-2%	0%
Adequately answering all questions	99%	97%	-1%	2%
Displaying skill and knowledge in job	100%	99%	0%	+1%*
Being pleasant and courteous	98%	97%	-2%	+1%
Being informed about specific request	99%	97%	0%	+2%

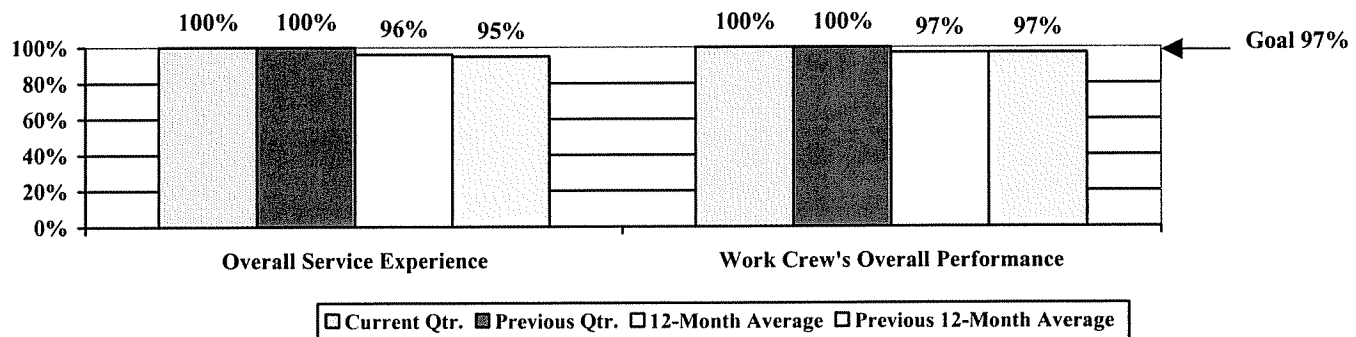
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>92%</td> <td>91%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	92%	91%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>97%</td> <td>97%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	97%	97%
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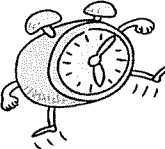

-- Maysville Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Maysville Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	100%	0%	0%
Adequately answering all questions	100%	92%	0%	8%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	100%	96%	0%	+4%

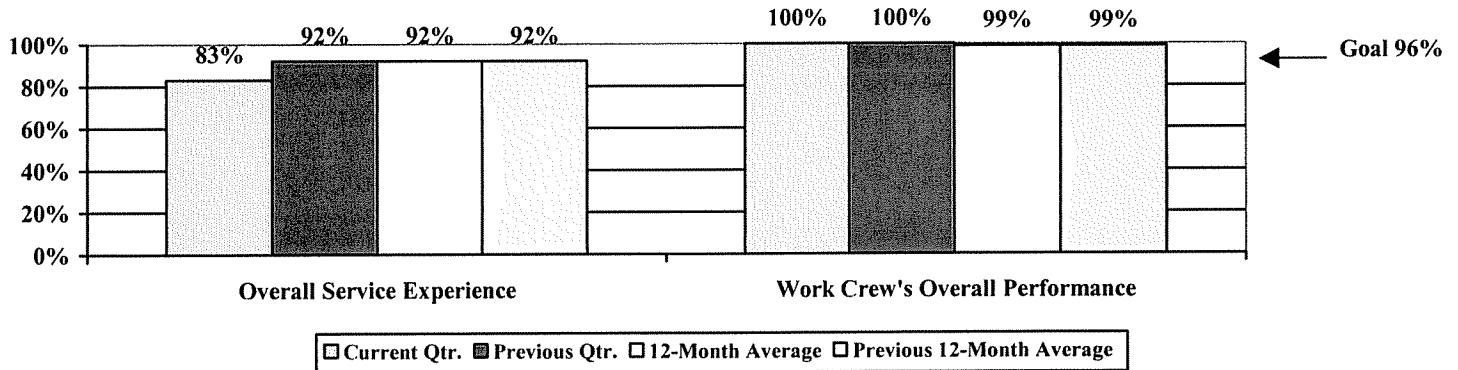
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>65%</td> <td>87%</td> </tr> </table>	Current Qtr.	12-Month Average	65%	87%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>100%</td> <td>100%</td> </tr> </table>	Current Qtr.	12-Month Average	100%	100%
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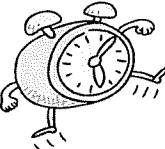

-- Paris Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Paris Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	100%	0%	0%
Adequately answering all questions	100%	100%	0%	0%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	100%	100%	0%	0%

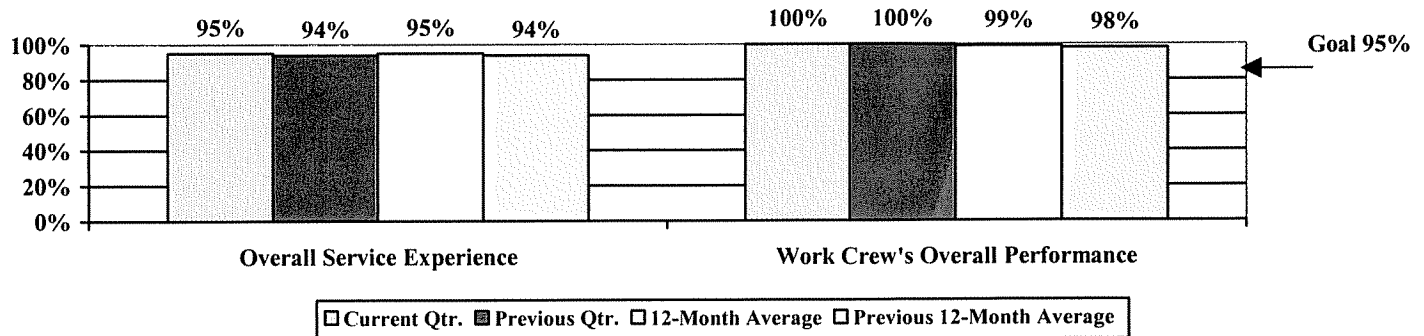
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>83%</td> <td>95%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	83%	95%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>100%</td> <td>95%*</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	95%*
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N/A	N/A								

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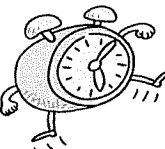

-- Winchester Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Winchester Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	99%	0%	1%
Adequately answering all questions	100%	100%	0%	0%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	100%	100%	0%	0%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <p><u>Current Qtr.</u> 100%</p> <p><u>12-Month Average</u> 98%</p>	 <p>Leaving Work Area Neat and Safe</p> <p><u>Current Qtr.</u> 95%</p> <p><u>12-Month Average</u> 97%</p>
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <p><u>Current Qtr.</u> 100%</p> <p><u>12-Month Average</u> 94%*</p>	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <p><u>Current Qtr.</u> N/A</p> <p><u>12-Month Average</u> N/A</p>

* Indicates a statistically significant difference from current quarter at 90% confidence level.